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Attachment A

*Public Utilities Commission of Nevada
Performance Measurements*



**Stipulation Agreement in
Re: Docket 97-9022**

INTRODUCTION

This stipulation agreement is the work product of the participating Incumbent Local Exchange Carriers (ILECs), Competitive Local Exchange Carriers (CLECs), the Attorney General's Bureau of Consumer Protection, and the Public Utilities Commission of Nevada Staff (collectively, "parties") in Nevada. As a result of discussions on performance measurements conducted during the arbitration of the AT&T/Nevada Bell Interconnection Agreement, the Nevada Commission opened an investigative proceeding into performance measurements on September 24, 1997. The Commission subsequently requested comments from the parties. In order to facilitate discussion by the parties, the Commission sponsored workshops in late May 1998. After the May workshops, the parties continued to identify open issues and clarify some of the consensus that had been tentatively reached. Over the next several months, the parties continued to meet informally and in additional Commission sponsored workshops to discuss and resolve open issues. As a result, the parties have been successful in resolving most of the open issues with respect to performance measurements.

In addition to the collaborative work regarding performance measures, the parties have reached agreement on many of the issues regarding auditing and reporting. Parties have also resolved the appropriate analogs for service group types. The parties recommend that any remaining open issues either be resolved through continued discussion or the prescribed procedural process defined by the Commission. It is the parties' understanding that the Commission will issue an order as a result of this stipulation agreement.

Incentives are not included in this stipulation agreement. Work on incentives is on a separate track, and it is expected that the topic will be included in the Commission scheduled hearings.

This stipulation agreement addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks, to the degree there is agreement
- auditing and reporting
- review procedures

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EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require ILECs to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act, such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves¹. In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."² The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."³

In mid -1997, the Public Utilities Commission of Nevada (NEVADA PUC or Commission) initiated Docket 97-9022 to address monitoring the performance of Operations Support Systems

¹ See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

² See, *In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC, No. 96-3321 (8th Cir. Jan. 22, 1998). ("Ameritech Opinion"); see also, *In the Matter of Application of BellSouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana* ("BellSouth (Louisiana II) Opinion") CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (citing, *Ameritech Opinion* at 12 FCC Rcd 20618-19). See also, *Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

"Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

³ See, *Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; See also, *BellSouth (Louisiana II) Opinion* at ¶87 (citing *Ameritech Opinion* at 12 FCC Rcd at 20619).

(OSS). The stated goal of the Commission's proceeding is to investigate procedures and methods necessary to determine whether interconnection, unbundled access and resale services provided by incumbent local exchange carriers are at least equal in quality to that provided by the local exchange carrier to itself or to any subsidiary, affiliate, or any other party.

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. Throughout this past year, the Nevada PUC initiated a series of workshops to address many of these issues. The participating parties have worked in a collaborative fashion to resolve as many issues as possible. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

- Address Verification/Dispatch Required
- Request for Telephone Number
- Request for Customer Service Record
- Service Availability
- Service Appointment Scheduling (due date)
- Rejected/Failed Inquiries
- Facility Availability

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

- **Provisioning**

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. If network outages do occur, the ILEC needs to provide notification so appropriate network management and customer notification can occur by CLECs. Network performance is evaluated on the quality of interconnection, the timeliness of notification of network outages and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information that has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to most procedures for auditing and review. Descriptions of these procedures can be found in Sections IV and V.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties' agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues that require further consideration by the parties. This remains an open issue.

ILECs

By agreeing to the performance measures contained in the Stipulation Agreement, ILECs:

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should be viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

NEVADA PERFORMANCE MEASUREMENTS

PRE-ORDERING

- 1. Average Response Time (to Pre-Order Queries)**

ORDERING

- 2. Average FOC Notice Interval**
- 3. Average Reject Notice Interval**
- 4. Percent of Flow Through Orders**

PROVISIONING

- 5. Percent of Orders Given Jeopardy Notice**
- 6. Average Jeopardy Notice Interval**
- 7. Average Completed Interval**
- 8. Percent Completed within Standard Interval**
- 9. Coordinated Customer Conversion**
- 10. LNP Network Provisioning**
- 11. Percent of Due Dates Missed**
- 12. Percent Company Missed Due Dates due to Lack of Facilities**
- 13. Delay Order Interval to Completion Date**
- 14. Held Order Interval**
- 15. Provisioning Trouble Reports**
- 16. Percent Troubles in 30 days for New Orders**
- 17. Percent Troubles in 7 days for New Orders**
 - a. Percent Troubles in 5 days for New Orders**
- 18. Average Completion Notice Interval**

MAINTENANCE

- 19. Customer Trouble Report Rate**
- 20. Percent of Customer Trouble not Resolved within Estimated Time**
- 21. Average Time to Restore**
- 22. POTS Out of Service less than 24 Hours**
- 23. Frequency of Repeat Troubles in 30 day period**

NETWORK PERFORMANCE

- 24. Percent Blocking on Common Trunks**
- 25. Percent Blocking on Interconnection Trunks**
- 26. NXX Loaded by LERG Effective Date**
- 27. Network Outage Notification**

BILLING

- 28. Usage Timeliness**
- 29. Accuracy of Usage Feed**
- 30. Wholesale Bill Timeliness**
- 31. Usage Completeness**
- 32. Recurring Charge Completeness**
- 33. Non-Recurring Charge Completeness**
- 34. Bill Accuracy**
- 35. *Intentionally Left Blank***
- 36. Accuracy of Mechanized Bill Feed**

DATABASE UPDATES

- 37. Average Database Update Interval**
- 38. Percent Database Accuracy**
- 39. E911/911 MS Database Update Interval**

COLLOCATION

- 40. Average Time to Respond to a Collocation Request**
- 41. Average Time to Provide a Collocation Arrangement**

INTERFACES

- 42. Percent of Time Interface is Available**
- 43. Average Notification of Interface Outages**
- 44. Center Responsiveness**

NOTES:

- 1. *Not all measures apply to all ILECs.***
- 2. *Some measures are still in dispute***
- 3. *Details regarding implementation schedules for supported measures are documented under Reporting Process (Section IIc).***
- 4. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access***

are defined elsewhere, including the relevant laws, FCC and Nevada PUC decisions/regulations, tariffs, and interconnection agreements.

Performance Measurements Report Requirements

Pre-Ordering

Measure 1

Title: Average Response Time (to Pre-Order Queries)

<i>Area</i>	<i>Requirement Description</i>
Description:	<p>The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Record • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquiries • Facility Availability
Method of Calculation:	<p>Mechanized: $\frac{\text{Sum ((Query Response Date and Time) - (Query Submission Date and Time))}}{\text{(Number of Queries Submitted in Reporting Period)}}$</p> <p>Manual: (Nevada Bell and GTE - CSRs only, Sprint - Request for TN only) $\frac{\text{Sum ((Fax Date and Time Returned) - (Business Date and Time of receipt of valid fax service request))}}{\text{(Number of Faxes Submitted in Reporting Period)}}$</p>
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide
Measurable Standard:	<p>Nevada Bell, GTE and Sprint:</p> <p>Mechanized: (Issue still to be resolved)</p> <p>Manual CSRs: (Nevada Bell and GTE only) Standard 95% in 4 hours (Nevada Bell) Standard - (GTE) (Benchmark level still to be resolved)</p> <p>Manual Request for TN: (Sprint only) Standard 95% in 4 hours</p> <p>Nevada Bell, GTE, and Sprint: Manual Check for Facilities Availability: (Issue still to be resolved)</p>
Business Rules:	<ul style="list-style-type: none"> • Elapsed time is measured in seconds for electronic pre-order requests.

Notes:

- Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE.
- Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
- GTE does not have the ability to report by query type until EDI CORBA is implemented (planned for 3rd Quarter 1999).

Performance Measurements Report Requirements

Ordering

Measure 2

Title: Average FOC/LSC Notice Interval

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the average time from receipt of a service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
<i>Method of Calculation:</i>	<p>Mechanized: $\text{Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request))} / (\text{Number of FOCs/LSCs Sent in Reporting Period})$</p> <p>Manual: $\text{Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request))} / (\text{Number of Faxes Submitted in Reporting period})$</p>
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
<i>Reported By:</i>	<ul style="list-style-type: none"> • Electronically received/electronically handled • Electronically received and manually handled • Manually received and manually handled • By Service Group Type • Nevada Bell will report Interconnection trunks by New and Augment
<i>Geographic Level:</i>	Statewide

<p>Measurable Standard:</p>	<p>Nevada Bell, GTE and Sprint: Fully Electronic/Flow Through: (Benchmark level still to be resolved)</p> <p>Nevada Bell, GTE and Sprint: Electronically Received/Manually Handled (Benchmark Level still to be resolved) Manually received/Manually Handled (Benchmark level still to be resolved)</p> <table border="0"> <tr> <td data-bbox="527 491 1055 634"> <p>Nevada Bell: Interconnection Trunks Standard - Average 7 days (New) Average 4 days (Augment)</p> </td><td data-bbox="1055 491 1583 634"> <p>GTE: Interconnection Trunks Standard - Average 5 days</p> </td></tr> </table> <p>Sprint: Interconnection Trunks – Standard - Average 7 days (New) Average 5 days (Augment)</p>	<p>Nevada Bell: Interconnection Trunks Standard - Average 7 days (New) Average 4 days (Augment)</p>	<p>GTE: Interconnection Trunks Standard - Average 5 days</p>
<p>Nevada Bell: Interconnection Trunks Standard - Average 7 days (New) Average 4 days (Augment)</p>	<p>GTE: Interconnection Trunks Standard - Average 5 days</p>		
<p>Business Rules:</p>	<ul style="list-style-type: none"> • Elapsed time calculated in hours. • The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Business day = Monday through Friday, excluding weekends and ILEC published holidays (NB) • Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE). • Excludes non-business days. 		
<p>Notes:</p>	<ul style="list-style-type: none"> • Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for “up to 50 lines”. • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. 		

Performance Measurements Report Requirements

Ordering

Measure 3

Title: Average Reject Notice Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation:	<p>Mechanized $\text{Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (\# \text{ of Orders Rejected})$</p> <p>Manual $\text{Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of valid fax service request)) / (Number of Faxes Submitted in reporting Period)}$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • Electronically received, electronically handled <ul style="list-style-type: none"> • All interfaces • Syntax(edit engine) and content errors (other edits) • Resale orders and Facility based/UNE orders • Electronically received, manually handled <ul style="list-style-type: none"> • All interfaces • Syntax (edit engine) and content errors (other edits) • Resale orders and Facility based/UNE orders • Manually received and handled (fax) <ul style="list-style-type: none"> • Resale orders and Facility based/UNE orders
Geographic Level:	Statewide
Measurable Standard:	<p>Nevada Bell, GTE and Sprint: Fully Electronic/Flow Through: (Benchmark level still to be resolved)</p> <p>Nevada Bell: Electronically Received/Manually Handled Standard – Average 4 hours Manually Received/Manually Handled Standard – Average 6 hours</p> <p>GTE and Sprint: Electronically Received/Manually Handled (Benchmark Level still to be resolved) Manually Received/Manually Handled (Benchmark level still to be resolved)</p>

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Elapsed time calculated in hours. • Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC. • Business day = Monday through Friday, excluding weekends and ILEC published holidays (NB). • Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE) • Excludes non-business days
<i>Notes:</i>	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements Report Requirements

Ordering

Measure 4

Title: Percentage of Flow-Through Orders

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percentage of mechanized service requests processed on a flow through basis.
<i>Method of Calculation:</i>	$\frac{[(\text{Number of valid mechanized orders that flow-through without manual intervention}) / (\text{Total valid mechanized service requests})] \times 100}{}$
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
<i>Reported By:</i>	<ul style="list-style-type: none"> • All electronic interfaces • SGT/SOT (including PNP) limited to those currently programmed to flow-through • SGT/SOT aggregate data includes all service group/service order combinations received electronically.
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	The process to evaluate performance on this measure is under development. Issues, if any, are not yet finally defined. Final resolution depends on completed development of an agreed to Flow-Through Plan.
<i>Business Rules:</i>	
<i>Notes:</i>	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements Report Requirements

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

Area	Requirement Description																																													
Description:	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.																																													
Method of Calculation:	(Number of Orders Jeopardized) / (Number of Orders Confirmed) x 100																																													
Report Period:	Monthly																																													
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and ILEC Affiliates																																													
Reported By:	<ul style="list-style-type: none">By electronic interfaceBy service group typeBy lack of facilities and all other																																													
Geographic Level:	Statewide																																													
Measurable Standard:																																														
<p>Parity for Resale is Retail for Nevada Bell, GTE and Sprint Parity for UNE measured for the following UNEs:</p> <p>2/4w (8db) analog loop (incl. Coin/analog PBX)</p> <p>2/4w (5.5 db) assured analog loop</p> <p>2w digital loop(ISDN capable)</p> <p>2w digital loop(xDSL capable)</p> <p>4w digital loop (1.544Mbps capable/HDSL)</p> <p>UNE Port-Basic Analog/Coin</p> <p>UNE Port-CENTREX</p> <p>UNE Port-ISDN (BRI)</p> <p>UNE Port-DS1/ISDN-PRI (incl. DS1 line port)</p> <p>UNE Port-PBX DID</p> <p>UNE Dedicated Transport (incl.DS1 and DS3)</p> <p>UNE Platform (NB only)</p> <p>Interconnection Trunks</p>		<table><tr><th>Sprint Retail</th><th>Nevada Bell Retail</th><th>GTE Retail</th></tr><tr><td>B1 Dispatch Non-Designed</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>Dispatch Designed Services</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>xDSL</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>POTS – Business (fielded)</td><td>POTS - Business (fielded)</td><td>CentraNet-Simple</td></tr><tr><td>CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>ISDN(PRI)</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr><tr><td>PBX</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>HICAP Designed</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>N/A</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr></table>			Sprint Retail	Nevada Bell Retail	GTE Retail	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed	Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services	Dispatch Designed Services	ISDN(BRI)	Dispatch Designed Services	Dispatch Designed Services	xDSL	Dispatch Designed Services	Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services	POTS – Business (fielded)	POTS - Business (fielded)	CentraNet-Simple	CENTREX	CENTREX	CentraNet -Complex	CENTREX	CENTREX	CentraNet -Complex	ISDN(PRI)	DS1/ISDN(PRI)	CentraNet -Complex	PBX	PBX DID	CentraNet -Complex	HICAP Designed	HICAP	HICAP Designed	N/A	Analogous Retail Service	N/A	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
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Business Rules:	<ul style="list-style-type: none">Excludes delays for customer reasons.																																													

Notes:

- Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE.
- Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
- CLECs/ILECs agree to postpone implementation of this measure until process is mechanized. (NB - end of 2nd quarter 1999, Sprint – Implementation date for this measurement to be determined).
- The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.

Performance Measurements Report Requirements

Provisioning

Measure 6

Title: Average Jeopardy Notice Interval - Nevada Bell and Sprint

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	<p><u>Assignment:</u> <i>Jeopardies identified during assignment</i></p> <p>Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Order Jeopardized)</p> <p><u>Installation:</u> <i>Jeopardies identified during installation prior to due time</i></p> <p>Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices)</p> <p><i>Notification of Missed Commitments</i></p> <p>Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)</p>
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By:	<ul style="list-style-type: none"> • By electronic interface • By service group type • By lack of facilities and all other
Geographic Level:	Statewide
Measurable Standard:	<p>Nevada Bell: Benchmark Standard(Benchmark level still to be resolved)</p> <p>Sprint - Parity comparison for resale is the retail service. For UNEs the parity comparison is the same as Measure 5.</p>
Business Rules:	<ul style="list-style-type: none"> • Excludes delays for customer reasons.

Notes:

- Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE.
- Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
- If the ILECs' policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog.
- CLECs/ILECs agree to postpone implementation of this measure until process is mechanized. (NB - end of 2nd quarter 1999, Sprint – implementation date for this measurement to be determined).

Performance Measurements Report Requirements

Provisioning

Measure 6a

Title: Average Jeopardy Notice Interval - GTE

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed). <i>(GTE does not support this measure)</i>
<i>Method of Calculation:</i>	
<i>Report Period:</i>	
<i>Report Structure:</i>	
<i>Reported By:</i>	
<i>Geographic Level:</i>	
<i>Measurable Standard:</i>	
<i>Business Rules:</i>	
<i>Notes:</i>	

Performance Measurements Report Requirements

Provisioning

Measure 7

Title: Average Completed Interval

Area	Requirement Description			
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.			
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders			
Report Period:	Monthly			
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates			
Reported By:	By service group type and field work/no field work where applicable.			
Geographic Level:	Statewide			
Measurable Standard:				
Parity for Resale is Retail for Nevada Bell and GTE Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (NB only) Interconnection Trunks	Sprint Retail	Nevada Bell Retail	GTE Retail	
	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed	
	Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services	
	Dispatch Designed Services	ISDN(BRI)	Dispatch Designed Services	
	Dispatch Designed Services	xDSL	Dispatch Designed Services	
	Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services	
	POTS – Business (fielded)	POTS - Business (fielded)	CentraNet-Simple	
	CENTREX	CENTREX	CentraNet -Complex	
	CENTREX	CENTREX	CentraNet -Complex	
	ISDN(PRI)	DS1/ISDN(PRI)	CentraNet -Complex	
PBX	PBX DID	CentraNet -Complex		
HICAP Designed	HICAP	HICAP Designed		
N/A	Analogous Retail Service	N/A		
ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks		
Business Rules:	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.			

<i>Notes:</i>	<ul style="list-style-type: none"> • Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for “up to 50 lines”. • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada. • Currently, Nevada can not differentiate between residential and business 2-wire (8db) therefore, the Measurable Standard for such loops is POTS-Business.
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Performance Measurements Report Requirements

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

Area		Requirement Description		
Description:		Measures of orders completed within the standard interval of receipt of valid, error-free service request.		
Method of Calculation:		Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request / Total New, Move and Change Orders		
Report Period:		Monthly		
Report Structure:		Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates		
Reported By:		By service group type excluding services with flexible due dates.		
Geographic Level:		Statewide		
Measurable Standard:				
Parity for Resale is Retail for Nevada Bell and GTE Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (NB only)		Sprint Retail	Nevada Bell Retail	GTE Retail
Interconnection Trunks		B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed
		Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services
		Dispatch Designed Services	ISDN(BRI)	Dispatch Designed Services
		Dispatch Designed Services	xDSL	Dispatch Designed Services
		Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services
		POTS – Business (fielded)	POTS - Business (fielded)	CentraNet-Simple
		CENTREX	CENTREX	CentraNet -Complex
		CENTREX	CENTREX	CentraNet -Complex
		ISDN(PRI)	DS1/ISDN(PRI)	CentraNet -Complex
		PBX	PBX DID	CentraNet -Complex
		HICAP Designed	HICAP	HICAP Designed
		N/A	Analogous Retail Service	N/A
		ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
Business Rules:		• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. • Excludes services with flexible due date i.e., Basic Exchange services/POTS (NB), and B1/R1 Service (GTE)		

Notes:

- Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for “up to 50 lines”.
- Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE.
- Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
- The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.

Performance Measurements Report Requirements

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	Requirement Description								
Description:	Measures the percentage of coordinated orders (TBCC/CHC) completed on time* for all orders where CLEC has requested coordination (including PNP). * Note: "On time" means within one hour of committed order due time								
Method of Calculation:	$((\text{Number of coordinated orders completed by due date and time}) / (\text{Count of coordinated orders completed in reporting period})) \times 100$								
Report Period:	Monthly								
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates								
Reported By:	Residence and Business conversions, including PNP								
Geographic Level:	Statewide								
Measurable Standard:	<p>Parity for Nevada Bell, GTE and Sprint, except for PNP:</p> <table style="width: 100%; border: none;"> <tr> <td colspan="2" style="text-align: center;">Nevada Bell GTE and Sprint Retail</td> </tr> <tr> <td>Coor. Conversions (Res.)</td> <td>Coor. Conv. - Residence</td> </tr> <tr> <td>Coor. Conversions (Bus.)</td> <td>Coor. Conv. -Business</td> </tr> <tr> <td>Coor. Conversions (PNP-Port Out)</td> <td>Coor. Conv. - (PNP-Port In/Back)</td> </tr> </table>	Nevada Bell GTE and Sprint Retail		Coor. Conversions (Res.)	Coor. Conv. - Residence	Coor. Conversions (Bus.)	Coor. Conv. -Business	Coor. Conversions (PNP-Port Out)	Coor. Conv. - (PNP-Port In/Back)
Nevada Bell GTE and Sprint Retail									
Coor. Conversions (Res.)	Coor. Conv. - Residence								
Coor. Conversions (Bus.)	Coor. Conv. -Business								
Coor. Conversions (PNP-Port Out)	Coor. Conv. - (PNP-Port In/Back)								
Business Rules:	<ul style="list-style-type: none"> Excludes CLEC caused misses Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC). 								
Notes:	<ul style="list-style-type: none"> Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. Sprint's SOE (Service Order Entry) system does not capture time, therefore, Sprint may not be able to report on time for this measurement. 								

Performance Measurements Report Requirements

Provisioning

Measure 10

Title: PNP Network Provisioning

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures PNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
<i>Method of Calculation:</i>	(Total number of PNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
<i>Reported By:</i>	
<i>Geographic Level:</i>	Statewide
<i>Measurable Standard:</i>	Nevada Bell, GTE and Sprint: (Issue to be resolved)
<i>Business Rules:</i>	<ul style="list-style-type: none"> • Provisioning failure data will be collected at two points in the provisioning process: <ul style="list-style-type: none"> • Partial failures of NPAC broadcasts to reach and be processed by the ILEC LSMS • Individual network database failures - failures to provision between the ILEC LSMS and PNP network databases (STP or SCP) • Excludes total failures from the NPAC to <i>all</i> LSMS systems. <ul style="list-style-type: none"> • Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC)

Notes:	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
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Performance Measurements Report Requirements

Provisioning

Measure 11

Title: Percent of Due Dates Missed

<i>Area</i>	<i>Requirement Description</i>
<i>Description:</i>	Measures the percent of new, move and change orders where installation was not completed by the due date.
<i>Method of Calculation:</i>	(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100
<i>Report Period:</i>	Monthly
<i>Report Structure:</i>	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
<i>Reported By:</i>	By service group type and Field Work/No Field Work as appropriate
<i>Geographic Level:</i>	Statewide

Measurable Standard: Parity for Resale is Retail for Nevada Bell, GTE and Sprint Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (NB only) Interconnection Trunks	<table><tr><td>Sprint Retail</td><td>Nevada Bell Retail</td><td>GTE Retail</td></tr><tr><td>B1 Dispatch Non-Designed</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>Dispatch Designed Services</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>xDSL</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>POTS – Business (fielded)</td><td>POTS - Business (fielded)</td><td>CentraNet-Simple</td></tr><tr><td>CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr><tr><td>ISDN(PRI)</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr><tr><td>PBX</td><td>PBX DID</td><td>CentraNet -Complex</td></tr><tr><td>HICAP Designed</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>N/A</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr></table>	Sprint Retail	Nevada Bell Retail	GTE Retail	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed	Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services	Dispatch Designed Services	ISDN(BRI)	Dispatch Designed Services	Dispatch Designed Services	xDSL	Dispatch Designed Services	Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services	POTS – Business (fielded)	POTS - Business (fielded)	CentraNet-Simple	CENTREX	CENTREX	CentraNet -Complex	CENTREX	CENTREX	CentraNet -Complex	ISDN(PRI)	DS1/ISDN(PRI)	CentraNet -Complex	PBX	PBX DID	CentraNet -Complex	HICAP Designed	HICAP	HICAP Designed	N/A	Analogous Retail Service	N/A	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
Sprint Retail	Nevada Bell Retail	GTE Retail																																									
B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed																																									
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N/A	Analogous Retail Service	N/A																																									
ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																																									
Business Rules:	<ul style="list-style-type: none">Excludes customer misses<ul style="list-style-type: none">Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.																																										
Notes:	<ul style="list-style-type: none">Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE.Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data.The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.																																										

Performance Measurements Report Requirements

Provisioning

Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	Requirement Description																																	
Description:	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure “Percent Missed Due Dates”																																	
Method of Calculation:	((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders)) x 100																																	
Report Period:	Monthly																																	
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates																																	
Reported By:	By service group type and Field Work/No Field Work as appropriate																																	
Geographic Level:	Statewide																																	
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	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed																															
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	N/A																																	
	ILEC Dedicated Trunks	Analogous Retail Service ILEC Dedicated Trunks	N/A ILEC Dedicated Trunks																															
Business Rules:	<ul style="list-style-type: none">Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.																																	

Notes:	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.
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Performance Measurements Report Requirements

Provisioning

Measure 13

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

Area	Requirement Description																															
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.																															
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)																															
Report Period:	Monthly																															
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates																															
Reported By:	<ul style="list-style-type: none">By service group typeDisaggregated by 1-30 days, 31-90 days and >90 days																															
Geographic Level:	Statewide																															
Measurable Standard:	<table><tr><td rowspan="9">Parity for Resale is Retail for Nevada Bell, GTE and SprintParity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544MBPS capable/HDSL) UNE Dedicated Transport UNE Platform Interconnection Trunks</td><td>Sprint Retail</td><td>Nevada Bell Retail</td><td>GTE Retail</td></tr><tr><td>B1 Dispatch Non-Designed</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr><tr><td>Dispatch Designed Services</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>xDSL</td><td>Dispatch Designed Services</td></tr><tr><td>Dispatch Designed Services</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr><tr><td>HICAP Designed</td><td>HICAP</td><td>HICAP Designed</td></tr><tr><td>N/A</td><td>Analogous Retail Service</td><td>N/A</td></tr><tr><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr></table>				Parity for Resale is Retail for Nevada Bell, GTE and SprintParity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544MBPS capable/HDSL) UNE Dedicated Transport UNE Platform Interconnection Trunks	Sprint Retail	Nevada Bell Retail	GTE Retail	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed	Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services	Dispatch Designed Services	ISDN(BRI)	Dispatch Designed Services	Dispatch Designed Services	xDSL	Dispatch Designed Services	Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services	HICAP Designed	HICAP	HICAP Designed	N/A	Analogous Retail Service	N/A	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
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	Dispatch Designed Services	ISDN(PRI)/DS1	Dispatch Designed Services																													
	HICAP Designed	HICAP	HICAP Designed																													
	N/A	Analogous Retail Service	N/A																													
	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																													
Business Rules:																																

Notes:

- Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE.
- Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.
- The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.

Performance Measurements Report Requirements

Provisioning

Measure 14

Title: Held Order Interval

<i>Area</i>	<i>Requirement Description</i>																																																														
Description:	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).																																																														
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) <i>Note: For all orders pending and past the committed due date.</i>																																																														
Report Period:	Monthly																																																														
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates																																																														
Reported By:	<ul style="list-style-type: none"> By service group type 																																																														
Geographic Level:	Statewide																																																														
Measurable Standard:	<table> <tr> <th></th><th>Sprint Retail</th><th>Nevada Bell Retail</th><th>GTE Retail</th></tr> <tr> <td>Parity for Resale is Retail for Nevada Bell, GTE and Sprint Parity for UNE measured for the following UNEs:</td><td></td><td></td><td></td></tr> <tr> <td>2/4w (8db) analog loop (incl. Coin/analog PBX)</td><td>B1 Dispatch Non-Designed</td><td>POTS - Business (fielded)</td><td>B1 Dispatch Non-Designed</td></tr> <tr> <td>2/4w (5.5 db) assured analog loop</td><td>Dispatch Designed Services</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr> <tr> <td>2w digital loop (ISDN capable)</td><td>Dispatch Designed Services</td><td>ISDN (BRI)</td><td>Dispatch Designed Services</td></tr> <tr> <td>2w digital loop (xDSL capable)</td><td>Dispatch Designed Services</td><td>xDSL</td><td>Dispatch Designed Services</td></tr> <tr> <td>4w digital loop (1.544Mbps capable/HDSL)</td><td>Dispatch Designed Services</td><td>ISDN (PRI)/DS1</td><td>Dispatch Designed Services</td></tr> <tr> <td>UNE Port-Basic Analog/Coin</td><td>POTS - Business (fielded)</td><td>POTS - Business (fielded)</td><td>CentraNet-Simple</td></tr> <tr> <td>UNE Port-CENTREX</td><td>CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Port-ISDN (BRI)</td><td>CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Port-DS1/ISDN-PRI (incl. DS1 line port)</td><td>ISDN (PRI)</td><td>DS1/ISDN (PRI)</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Port-PBX DID</td><td>PBX</td><td>PBX DID</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Dedicated Transport (incl. DS1 and DS3)</td><td>HICAP Designed</td><td>HICAP</td><td>HICAP Designed</td></tr> <tr> <td>UNE Platform (NB only)</td><td>N/A</td><td>Analogous Retail Service</td><td>N/A</td></tr> <tr> <td>Interconnection Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr> </table>				Sprint Retail	Nevada Bell Retail	GTE Retail	Parity for Resale is Retail for Nevada Bell, GTE and Sprint Parity for UNE measured for the following UNEs:				2/4w (8db) analog loop (incl. Coin/analog PBX)	B1 Dispatch Non-Designed	POTS - Business (fielded)	B1 Dispatch Non-Designed	2/4w (5.5 db) assured analog loop	Dispatch Designed Services	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop (ISDN capable)	Dispatch Designed Services	ISDN (BRI)	Dispatch Designed Services	2w digital loop (xDSL capable)	Dispatch Designed Services	xDSL	Dispatch Designed Services	4w digital loop (1.544Mbps capable/HDSL)	Dispatch Designed Services	ISDN (PRI)/DS1	Dispatch Designed Services	UNE Port-Basic Analog/Coin	POTS - Business (fielded)	POTS - Business (fielded)	CentraNet-Simple	UNE Port-CENTREX	CENTREX	CENTREX	CentraNet -Complex	UNE Port-ISDN (BRI)	CENTREX	CENTREX	CentraNet -Complex	UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	ISDN (PRI)	DS1/ISDN (PRI)	CentraNet -Complex	UNE Port-PBX DID	PBX	PBX DID	CentraNet -Complex	UNE Dedicated Transport (incl. DS1 and DS3)	HICAP Designed	HICAP	HICAP Designed	UNE Platform (NB only)	N/A	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
	Sprint Retail	Nevada Bell Retail	GTE Retail																																																												
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UNE Port-Basic Analog/Coin	POTS - Business (fielded)	POTS - Business (fielded)	CentraNet-Simple																																																												
UNE Port-CENTREX	CENTREX	CENTREX	CentraNet -Complex																																																												
UNE Port-ISDN (BRI)	CENTREX	CENTREX	CentraNet -Complex																																																												
UNE Port-DS1/ISDN-PRI (incl. DS1 line port)	ISDN (PRI)	DS1/ISDN (PRI)	CentraNet -Complex																																																												
UNE Port-PBX DID	PBX	PBX DID	CentraNet -Complex																																																												
UNE Dedicated Transport (incl. DS1 and DS3)	HICAP Designed	HICAP	HICAP Designed																																																												
UNE Platform (NB only)	N/A	Analogous Retail Service	N/A																																																												
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																																																												
Business Rules:	<ul style="list-style-type: none"> Excludes customer caused misses. 																																																														

Notes:	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.
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Performance Measurements Report Requirements

Provisioning

Measure 15

Title: Provisioning Trouble Reports (Prior to Service Order Completion) – NB, Sprint

<i>Area</i>	<i>Requirement Description</i>										
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.										
Method of Calculation:	(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)										
Report Period:	Monthly										
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates										
Reported By:	<ul style="list-style-type: none"> • By Resale, UNE Loop, UNE Port and PNP • By Affecting Service and Out of Service 										
Geographic Level:	Statewide										
Measurable Standard:	<p>Parity for Nevada Bell and Sprint:</p> <table> <tr> <td>Resale</td><td>Nevada Bell and Sprint Retail</td></tr> <tr> <td>UNE Loop</td><td>Retail services</td></tr> <tr> <td>UNE Port</td><td>Retail services (outside plant disposition codes)</td></tr> <tr> <td>PNP - Port Out</td><td>Retail services (central office disposition codes)</td></tr> <tr> <td></td><td>(Issue still to be resolved)</td></tr> </table>	Resale	Nevada Bell and Sprint Retail	UNE Loop	Retail services	UNE Port	Retail services (outside plant disposition codes)	PNP - Port Out	Retail services (central office disposition codes)		(Issue still to be resolved)
Resale	Nevada Bell and Sprint Retail										
UNE Loop	Retail services										
UNE Port	Retail services (outside plant disposition codes)										
PNP - Port Out	Retail services (central office disposition codes)										
	(Issue still to be resolved)										
Business Rules:	<ul style="list-style-type: none"> • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports 										
Notes:	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. 										

Performance Measurements Report Requirements

Provisioning

Measure 15a

Title: Provisioning Trouble Reports (Prior to Service Order Completion) - GTE

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process. <i>(GTE does not support this measure)</i>
Method of Calculation:	
Report Period:	
Report Structure:	
Reported By:	
Geographic Level:	
Measurable Standard:	
Business Rules:	
Notes:	

Performance Measurements Report Requirements

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for New Orders - Nevada Bell and GTE

<i>Area</i>	<i>Requirement Description</i>																																																										
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion. <i>Note: This measure is for all NB services and designed GTE.</i>																																																										
Method of Calculation:	(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100																																																										
Report Period:	Monthly																																																										
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates																																																										
Reported By:	By service group type (including PNP)																																																										
Geographic Level:	Statewide																																																										
Measurable Standard:	<table> <tr> <td>Parity for Resale is Retail for Nevada Bell and GTE (designed services only)</td><td>Nevada Bell Retail</td><td>GTE Retail</td></tr> <tr> <td>Parity for UNE measured for the following UNEs:</td><td></td><td></td></tr> <tr> <td>2/4w (8db) analog loop</td><td>POTS - Business (fielded)</td><td>N/A</td></tr> <tr> <td>(incl. Coin/analog PBX)</td><td></td><td></td></tr> <tr> <td>2/4w (5.5 db) assured analog loop</td><td>POTS - Business (Assured)</td><td>Dispatch Designed Services</td></tr> <tr> <td>2w digital loop(ISDN capable)</td><td>ISDN(BRI)</td><td>Dispatch Designed Services</td></tr> <tr> <td>2w digital loop(xDSL capable)</td><td>xDSL</td><td>Dispatch Designed Services</td></tr> <tr> <td>4w digital loop (1.544Mbps capable/HDSL)</td><td>ISDN(PRI)/DS1</td><td>Dispatch Designed Services</td></tr> <tr> <td>UNE Port-Basic Analog/Coin</td><td>POTS - Business (fielded)</td><td>N/A</td></tr> <tr> <td>UNE Port-CENTREX</td><td>CENTREX</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Port-ISDN (BRI)</td><td>CENTREX</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Port-DS1/ISDN-PRI</td><td>DS1/ISDN(PRI)</td><td>CentraNet -Complex</td></tr> <tr> <td>(incl. DS1 line port)</td><td></td><td></td></tr> <tr> <td>UNE Port-PBX DID</td><td>PBX DID</td><td>CentraNet -Complex</td></tr> <tr> <td>UNE Dedicated Transport</td><td>HICAP</td><td>HICAP Designed</td></tr> <tr> <td>(incl.DS1 and DS3)</td><td></td><td></td></tr> <tr> <td>UNE Platform (NB only)</td><td>Analogous Retail Service</td><td>N/A</td></tr> <tr> <td>Interconnection Trunks</td><td>ILEC Dedicated Trunks</td><td>ILEC Dedicated Trunks</td></tr> <tr> <td>PNP (Port-Out)</td><td>Issue to be resolved</td><td>Issue to be resolved</td></tr> </table>		Parity for Resale is Retail for Nevada Bell and GTE (designed services only)	Nevada Bell Retail	GTE Retail	Parity for UNE measured for the following UNEs:			2/4w (8db) analog loop	POTS - Business (fielded)	N/A	(incl. Coin/analog PBX)			2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services	2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services	2w digital loop(xDSL capable)	xDSL	Dispatch Designed Services	4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services	UNE Port-Basic Analog/Coin	POTS - Business (fielded)	N/A	UNE Port-CENTREX	CENTREX	CentraNet -Complex	UNE Port-ISDN (BRI)	CENTREX	CentraNet -Complex	UNE Port-DS1/ISDN-PRI	DS1/ISDN(PRI)	CentraNet -Complex	(incl. DS1 line port)			UNE Port-PBX DID	PBX DID	CentraNet -Complex	UNE Dedicated Transport	HICAP	HICAP Designed	(incl.DS1 and DS3)			UNE Platform (NB only)	Analogous Retail Service	N/A	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks	PNP (Port-Out)	Issue to be resolved	Issue to be resolved
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UNE Port-CENTREX	CENTREX	CentraNet -Complex																																																									
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UNE Platform (NB only)	Analogous Retail Service	N/A																																																									
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks																																																									
PNP (Port-Out)	Issue to be resolved	Issue to be resolved																																																									

<i>Business Rules:</i>	<ul style="list-style-type: none"> • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire <ul style="list-style-type: none"> • Excludes Trouble Reports Received on the Due Date (which instead are reported in the “Provisioning Troubles” measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) <ul style="list-style-type: none"> • Excludes ILEC employee generated reports
<i>Notes:</i>	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. <ul style="list-style-type: none"> • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.

Performance Measurements Report Requirements

Provisioning

Measure 17

Title: Percentage Troubles in 7 Days for New Orders - GTE only

Area	Requirement Description								
Description:	Measures the percent of network customer trouble reports received within 7 calendar days of service order completion. <i>Note: This measure is for non-designed services only</i>								
Method of Calculation:	(Total Number of Network Customer Trouble Reports received within 7 calendar days of service order completion / Total new, move and change orders) x 100								
Report Period:	Monthly								
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates								
Reported By:	By service group type (including PNP) and Field Work/No Field Work as appropriate								
Geographic Level:	Statewide								
Measurable Standard:	<p>Parity for Resale is Retail for GTE (non-designed services only)</p> <p>Parity for UNE measured for the following UNEs:</p> <table> <tr> <td>2/4w (8db) loop</td><td>GTE Retail</td></tr> <tr> <td>(incl. Coin/analog PBX)</td><td>B1 Dispatch Non-Designed</td></tr> <tr> <td>UNE Port – Basic analog/Coin</td><td>CentraNet - Simple</td></tr> <tr> <td>PNP (Port Out)</td><td>(Issue still to be resolved)</td></tr> </table>	2/4w (8db) loop	GTE Retail	(incl. Coin/analog PBX)	B1 Dispatch Non-Designed	UNE Port – Basic analog/Coin	CentraNet - Simple	PNP (Port Out)	(Issue still to be resolved)
2/4w (8db) loop	GTE Retail								
(incl. Coin/analog PBX)	B1 Dispatch Non-Designed								
UNE Port – Basic analog/Coin	CentraNet - Simple								
PNP (Port Out)	(Issue still to be resolved)								
Business Rules:	<ul style="list-style-type: none"> Excludes CPE and IEC/CLEC caused troubles Excludes Trouble Reports Received on the Due Date Excludes Subsequent reports Excludes ILEC employee generated reports Excludes troubles associated with inside wiring. 								
Notes:	<ul style="list-style-type: none"> Availability of ILEC Affiliate data for review will be determined by the Nevada PUC. When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. 								

Performance Measurements Report Requirements

Provisioning

Measure 17a

Title: Percentage Troubles in 5 Days for New Orders-Sprint

Area	Requirement Description
Description:	Measures the percent of network customer trouble reports received within 5 calendar days of service order completion.
Method of Calculation:	(Total Number of Customer Trouble reports received within 5 calendar days of service order completion / Total Number of new, move and change completed orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including PNP)
Geographic Level:	Statewide
Measurable Standard: Parity for Resale is Retail for Sprint Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (NB only) Interconnection Trunks PNP (Port-Out)	Sprint Retail B1 Dispatch Non-Designed Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services POTS – Business (fielded) CENTREX CENTREX ISDN(PRI) PBX HICAP Designed N/A ILEC Dedicated Trunks Issue to be resolved
Business Rules:	<ul style="list-style-type: none"> • Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire <ul style="list-style-type: none"> • Excludes Trouble Reports Received on the Due Date (which instead are reported in the “Provisioning Troubles” measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) <ul style="list-style-type: none"> • Excludes ILEC employee generated reports

<i>Notes:</i>	<ul style="list-style-type: none"> • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.
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Performance Measurements Report Requirements

Provisioning

Measure 18

Title: Average Completion Notice Interval

<i>Area</i>	<i>Requirement Description</i>
Description:	Measures the average time per order to issue notification to CLEC of a completed order.
Method of Calculation:	Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide
Measurable Standard:	<p>Nevada Bell: Fully electronic(LEX, EDI) -(Issue to be resolved) All other interfaces Standard– 90% within 24 hours</p> <p>GTE: Fully Electronic (not available at this time) All other interfaces Standard - 90% within 24 hours</p> <p>Sprint: Fully Electronic (IRES) – (Issue to be resolved) All other interfaces Standard– 90% within 24 hours</p>
Business Rules:	<ul style="list-style-type: none"> • 24 hour clock is used to measure interval for manual process • Excludes weekends and ILEC published holidays
Notes:	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions.

Performance Measurements Report Requirements

Maintenance

Measure 19

Title: Customer Trouble Report Rate

Area	Requirement Description		
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.		
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100		
Report Period:	Monthly		
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Report By:	By service group type (including PNP) & NXX Code Opening Troubles		
Geographic Level:	Statewide		
Measurable Standard: Parity for Resale is Retail for Nevada Bell and GTE Parity for UNE measured for the following UNEs: 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port-Basic Analog/Coin UNE Port-CENTREX UNE Port-ISDN (BRI) UNE Port-DS1/ISDN-PRI (incl. DS1 line port) UNE Port-PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (NB only) Interconnection Trunks PNP (Port-Out)			
	Sprint Retail Residence POTS Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services POTS – Business (fielded) CENTREX CENTREX ISDN(PRI) PBX HICAP Designed N/A ILEC Dedicated Trunks Issue to be resolved	Nevada Bell Retail POTS - Business (fielded) POTS - Business (Assured) ISDN(BRI) xDSL ISDN(PRI)/DS1 POTS - Business (fielded) CENTREX CENTREX DS1/ISDN(PRI) PBX DID HICAP Analogous Retail Service ILEC Dedicated Trunks Issue to be resolved	GTE Retail B1 Dispatch Non-Designed Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services CentraNet-Simple CentraNet -Complex CentraNet -Complex CentraNet -Complex CentraNet -Complex HICAP Designed N/A ILEC Dedicated Trunks Issue to be resolved
Business Rules:	<ul style="list-style-type: none"> Excludes CPE and IEC/CLEC caused troubles Excludes Subsequent reports Excludes Message Reports (circuit reports for which ILEC has no records) Access line/circuit count taken from previous month <ul style="list-style-type: none"> Excludes ILEC employee generated reports 		

<i>Notes:</i>	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.
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Performance Measurements Report Requirements

Maintenance

Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area		Requirement Description		
Description:		Measures the percent of trouble reports not cleared by the commitment time.		
Method of Calculation:		(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100		
Report Period:		Monthly		
Report Structure :		Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Report By:		<ul style="list-style-type: none">By service group type (including PNP) & NXX Code Opening TroublesBy dispatch and no dispatch		
Geographic Level:		Statewide		
Measurable Standard:				
<p>Parity for Resale is Retail for Nevada Bell, GTE and Sprint Parity for UNE measured for the following UNEs:</p> <p>2/4w (8db) analog loop (incl. Coin/analog PBX)</p> <p>2/4w (5.5 db) assured analog loop</p> <p>2w digital loop(ISDN capable)</p> <p>2w digital loop(xDSL capable)</p> <p>4w digital loop (1.544Mbps capable/HDSL)</p> <p>UNE Port-Basic Analog/Coin</p> <p>UNE Port-CENTREX</p> <p>UNE Port-ISDN (BRI)</p> <p>UNE Port-DS1/ISDN-PRI (incl. DS1 line port)</p> <p>UNE Port-PBX DID</p> <p>UNE Dedicated Transport (incl.DS1 and DS3)</p> <p>UNE Platform (NB only)</p> <p>Interconnection Trunks</p> <p>PNP (Port-Out)</p>		<p>Sprint Retail</p> <p>B1 Dispatch Non-Designed</p> <p>Dispatch Designed Services</p> <p>Dispatch Designed Services</p> <p>Dispatch Designed Services</p> <p>Dispatch Designed Services</p> <p>POTS – Business (fielded)</p> <p>CENTREX</p> <p>CENTREX</p> <p>ISDN(PRI)</p> <p>PBX</p> <p>HICAP Designed</p> <p>N/A</p> <p>ILEC Dedicated Trunks</p> <p>Issue to be resolved</p>	<p>Nevada Bell Retail</p> <p>POTS - Business (fielded)</p> <p>POTS - Business (Assured)</p> <p>ISDN(BRI)</p> <p>xDSL</p> <p>ISDN(PRI)/DS1</p> <p>POTS - Business (fielded)</p> <p>CENTREX</p> <p>CENTREX</p> <p>DS1/ISDN(PRI)</p> <p>PBX DID</p> <p>HICAP</p> <p>Analogous Retail Service</p> <p>LEC Dedicated Trunks</p> <p>Issue to be resolved</p>	<p>GTE Retail</p> <p>B1 Dispatch Non-Designed</p> <p>Dispatch Designed Services</p> <p>Dispatch Designed Services</p> <p>Dispatch Designed Services</p> <p>Dispatch Designed Services</p> <p>CentraNet-Simple</p> <p>CentraNet -Complex</p> <p>CentraNet -Complex</p> <p>CentraNet -Complex</p> <p>CentraNet -Complex</p> <p>HICAP Designed</p> <p>N/A</p> <p>ILEC Dedicated Trunks</p> <p>Issue to be resolved</p>
Business Rules:		<ul style="list-style-type: none">Excludes CPE and IEC/CLEC caused troublesExcludes Subsequent reportsExcludes Message Reports (circuit reports which ILEC has no records on)Excludes ILEC employee generated reportsExcludes customer caused misses		

<i>Notes:</i>	<ul style="list-style-type: none"> • Availability of ILEC Affiliate data for review will be determined by the Nevada PUC for Nevada Bell and GTE. • Sprint agrees to provide affiliate data to the PUC and the CLECs under proprietary information provisions. • When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The most relevant retail DSL service will be used by Nevada Bell for comparison when DSL services are provided in the state of Nevada.
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